

**BUREAU OF PATROL
CAPS Implementation Office**

10 NOVEMBER 2011

TO: Ernest T. Brown
Chief
Bureau of Patrol

Attention: Ronald M. Holt
Director
CAPS Implementation Office

FROM: C. King-Smith
Sergeant
CAPS Implementation Office

SUBJECT: **COMPLAINT REGISTER INITIATION REPORT- LOG #1049930**

**DATE/TIME
OCCURRED:** 04 Nov 11 / 1250 hours

LOCATION: 3510 S. Michigan, Chicago IL, 1st floor Lobby of Head Quarters

COMPLAINANT: Navarro, Josie, F/3/54, Chicago Police Dept., Empl# [REDACTED] DOB [REDACTED]
[REDACTED] Domestic Violence Advocate Unit 135, DOA 01 Aug 02,
On-duty

**ACCUSED
MEMBER:** Eldridge, James, M/2/46, Chicago Police Dept., Star# 2081,
Empl# [REDACTED] DOB [REDACTED] Unit 166, DOA 02 May 88, On-duty

VICTIM: Mendeola, Edalia, F/3/?

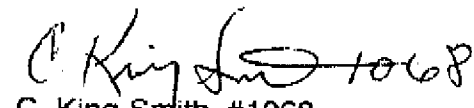
EVIDENCE: Copy of Email transmission dated 04 Nov 11, 14:30 hours from
Complainant Josie Navarro.

ALLEGATION: That the accused member, James Eldridge, failed to provide an
interpreter for victim, [REDACTED], when she requested police
service at the City of Chicago office located 4770 S. Kedzie in
violation of Special Order 02-01-05.

INVESTIGATION: In summary, on 04 Nov11 at 1250 hours, the victim, [REDACTED]
[REDACTED] came into the police Head Quarter's building and asked
for Domestic Violence help. Domestic Violence advocate Josie
Navarro responded to the request and victim [REDACTED] related the following complaint to
Navarro. On 04 Nov 2011, victim was at the City of Chicago office located 4770 S. Kedzie
to obtain copies of General Offense Case Reports documenting her domestic violence
incidents in order to apply for a U-VISA. Due to City of Chicago personnel's lack of

understanding of the victim's limited English proficiency, the victim was given a copy of a Traffic Accident Report and advised to leave. On 04 Nov 11 at approx 1400 hours, complainant **Navarro** contacted accused member Sgt. James **Eldridge** to inform him of above complaint by victim [REDACTED] and other complaints from domestic violence victims concerning difficulty in obtaining reports due to language barrier. The accused member **Eldridge** related to complainant **Navarro** that there is nothing in writing that requires his office to have a Spanish translator to assist domestic violence victims. Accused member **Eldridge** also suggested victim [REDACTED] come back next week when his Spanish speaking officer was available or bring in her own translator.

NOTIFICATION: IPRA Inv. Johnson, [REDACTED] on 10 Nov 11 at 1008 hours via telephone. Deputy Director Sandra Wortham, CAPS Implementation Office, on 10 Nov 11 at 0900. Sandra Brode, Attorney, Office of Legal Affairs on 10 Nov 11 at 1015 hours via email transmission.


C. King-Smith, #1068
Sergeant
CAPS Implementation Office